GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:496
ANSWERED ON:19.07.2017
Delivery of Public Services
Choubey Shri Ashwini Kumar

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether his Ministry has taken steps for efficient and timely delivery of public services, including timely and effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government;

(b) if so, the details thereof during the last three years;

(c) the status of Delivery of Services and Grievances Redressal Scheme-2016; and

(d) the timeframe for delivery of goods under the scheme and provisions for administrative action for delay?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)

(a) & (b): Yes, Madam. Some of the steps taken during the last three years include:-

(i) Guidelines have been issued to all the Ministries/Departments of Central Government to ensure that the Citizens' Charter of the Ministries/Departments and their subordinate Organizations, inter-alia incorporating list of services, service standards and timelines, are duly uploaded and updated on the respective websites. For timely and effective redressal of grievances, an online Centralized Public Grievance Redress and Monitoring System(CPGRAMS) is operational. A Public Grievances Call Centre has been set up for reminding the concerned Ministries/Departments receiving bulk of the grievances in the Central Government, for expediting action on grievances pending on CPGRAMS for more than two months.
(ii) Grievance Analysis Study has been conducted in respect of Ministries/Departments receiving bulk of the grievances. Systemic Reforms have been put in place in consultation with concerned Ministries/Departments.

(c) & (d): The Government is committed to ensuring efficient and timely delivery of public services, including timely and effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government. For this purpose, Delivery of Services and Grievances Redressal Scheme has been prepared and is in the process of stakeholders consultation. The ambit of the Scheme inter-alia includes goods and services being offered by the public authorities of the Government. The Scheme also has provisions for administrative action with respect to delays, among others in provision of designated services in specified timeframe.

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